

IOWA DEPARTMENT OF ADMINISTRATIVE SERVICES ▼

HUMAN RESOURCES ENTERPRISE

DRIVERS LICENSE CLERK – SENIOR

DEFINITION

Performs varied clerical work involving considerable contact with the public in providing driver licensing information, administering written and visual examinations, and issuing drivers licenses to qualified applicants; performs related work as required.

The Work Examples and Competencies listed are for illustrative purposes only and not intended to be the primary basis for position classification decisions.

WORK EXAMPLES

Administers special reexaminations (written, driving, or visual) and reviews medical/vision reports to assure that the applicant is medically and physically capable of safely operating a motor vehicle.

Reviews applicant's eligibility and qualifications in order to assure that drivers licenses and identification cards are issued in compliance with Iowa laws, departmental rules and established policies and procedures.

Administers the motorcycle skills, automobile, truck and commercial drivers license pretrip, skills and road driving examinations.

Scores the various examinations or components and reviews the overall performance with the applicant.

Prepares and processes notices based on information in motor vehicle record files to assure that suspensions, lift notices and/or temporary licenses are properly issued.

Provides information in response to telephone, written or other inquiries regarding drivers license issuance, drinking driving school, insurance, civil penalties, substance abuse treatment, installation of ignition interlock devices and a wide variety of other categories.

Prepares reports, notices, etc., by entering the proper data into the proper format and forwarding it to the central office.

COMPETENCIES REQUIRED

Knowledge of reinstatement requirements for all suspensions, revocations and denial sanctions, including appropriate sections of the Code of Iowa and departmental rules as well as requirements for civil penalty fees, ignition interlock devices, substance abuse treatment programs, drinking driving school programs and substandard risk insurance.

Knowledge of the practices and principles of traffic safety.

Knowledge of the content and proper administration of drivers examinations.

Knowledge of the Federal Privacy Act.

Knowledge of office practices and procedures to include recordkeeping, filing, and reporting methods.

Knowledge of statutory requirements, policies and regulations affecting work assignments.

Knowledge of organization, purpose, and objectives of organizational entity to which assigned and how the work relates to organization as a whole.

Knowledge of written and spoken English to include grammar and sentence structure.

Ability to handle confidential work with tact and discretion.

Ability to plan and organize workflow.

Ability to perform minimal keyboard functions.

Ability to evaluate work situations and make decisions requiring interpretation and judgement in accordance with prescribed laws and technical rules, regulations and policies.

Ability to read, comprehend and apply technical reference guides and resources, such as the Code of Iowa; medical and legal references, federal and state rules and regulations, agency policy and procedural manuals.

Ability to maintain and compile records, reports and supporting documents for information processing and retrieval purposes.

Ability to lift items weighing up to sixty pounds.

Skill in the operation and minor adjustment and maintenance of office machines, as job assignment requires (i.e., personal computer, calculator, or other office equipment).

Displays high standards of ethical conduct. Exhibits honesty and integrity. Refrains from theft-related, dishonest or unethical behavior.

Works and communicates with internal and external clients and customers to meet their needs in a polite, courteous, and cooperative manner. Committed to quality service.

Displays a high level of initiative, effort and commitment towards completing assignments efficiently. Works with minimal supervision. Demonstrates responsible behavior and attention to detail.

Responds appropriately to supervision. Follows policy and cooperates with supervisors.

Aligns behavior with the needs, priorities and goals of the organization.

Encourages and facilitates cooperation, pride, trust, and group identity. Fosters commitment and team spirit.

Expresses information to individuals or groups effectively, taking into account the audience and nature of the information. Listens to others and responds appropriately.

EDUCATION, EXPERIENCE, AND SPECIAL REQUIREMENTS

Graduation from high school or G.E.D. equivalent and experience equal to three years of full-time clerical or closely related work;

OR

an equivalent combination of education and experience, substituting nine months or thirty semester hours coursework in an accredited business school, college or university for each year of the required experience;

OR

employees with current continuous experience in the state executive branch that includes experience equal to six months of full-time work as a Drivers License Clerk.

NOTE:

Possession of or ability to obtain prior to appointment a valid unrestricted, except for corrective lenses, Operator's or Chauffeur's license issued by the state of residence and maintain a valid license for the duration of employment in this classification.

Hearing adequacy such to enable conversation within the passenger section of a motor vehicle while under operation.

After hire, must attend and successfully complete a Motorcycle Rider Education Safety course which includes a written and skill test.

After hire, must attend and successfully complete training sessions as required including car driving training and commercial vehicle school which requires the physical ability to operate a commercial vehicle.

Effective date: 6/07 DF